ON YOUR MARK, GET SET, GO BLUE: LIT BOARD AND DAILY HUDDLES IN A HOSPITAL PREOP/PACU SETTING

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Background: Lean concepts have been introduced into health care as a strategy for staff to surface and solve everyday problems. The Surgical Services Value Stream recognized opportunities to improve the patient/family care experience in our institution. Being in the middle of the value stream and experiencing multiple problems, the Preoperative Holding/PACU was identified as a unit where Lean concepts could be introduced to the staff to improve the practice environment.

Objective of Project:
- Implement Lean concepts in Preoperative Holding/PACU practice environment

Process of Implementation:
- Unit leadership attended Lean training courses;
- Staff meeting to introduce Lean concepts and daily huddle process;
- Staff team formed to design and champion huddle process and boards to visualize the chosen metrics and everyday Lean ideas (ELIs);
- Developed ELI tool;
- Created methods for daily metric tracking;
- Ongoing mentoring of staff.

Statement of Successful Practice:
Nurses, assistive personnel, and clerical staff are integrating Lean concepts into daily work, including daily huddles, data collection, and working through ELIs to solve recurring problems within the practice environment.

Implications for Advancing the Practice of Perianesthesia Nursing:
Nurses, assistive personnel, and clerical staff have a standard process to surface problems and suggest and try countermeasures. When problems cross departments, a formal process to engage others in problem solving exists. Staff has greater autonomy and accountability for their practice environment and a forum to engage senior leadership in problem solving, resulting in an improved patient/family care experience.